GENERAL STEPS OF GRIEVANCE

Receiving Grievance
All Grievances received through the APP’s reporting channel will be registered into the database system for identifying the concern and perform Triage/preliminary activity.

Triage
During this phase, officer gathers information and evidence from the Reporter, such as any relevant evidence related to the concern. Where the result of Triage, there is no valid information provided or no response/feedback by the Reporter within 25 (twenty-five) business days, the Grievance will be closed.

Management Action
• Grievance Sub-Committee Send the grievance document to related division based on your issues.
• Receiving Division/Department as mentioned will perform the preliminary action to resolve the Grievance.
• Preliminary checking (Desktop studies, etc.)
• Verification (data verification, field verification).
• Preparation of Action Plan
• Agreed action plan submitted for approval
• Once approved, action plan should be implemented and monitored.
• Grievance Closed and recorded by respective department.

Timeline for Management Action is subject to agreed between reporter and officers. However, 35 to 75 business days are considered to be the most appropriate timeline.
Grievance Flow

Receiving a Grievance (1 business day)

Reporter raises their concern to the Speak Up channel that provided by the Company - Integrated Call Center (ICC).

ICC or any Speak Up Channel

Integrated Call Center (ICC) or any Speak Up Channel.

CRI

Receive & Record - CRI Officer after receiving a notification (e-ticket) from the ICC or any Speak Up Channel, will record the concern on the Incoming Concern Database. Followed by performing Triage process.

Triage Process

Contacting the Reporter, gather the relevant information and evidence related to the concern raised.

Investigation / Verification Process.

(35-74 business days; but for management actions, timeline is subjected to be agreed with the reporter).

Investigation Completed

Approval of the corrective action report by CRI Head and relevant Business Unit Head.

Investigation Process

Investigation Report

Issue of the Investigation report (including recommendation Action Plan) and will be presented to the relevant Business Unit Head.

Investigation Closed

Communicate outcomes to the Reporter or external Stakeholders

Agree

Disagree

ImplementationAction Plan and monitoring

Implementation Action Plan and monitoring

Complaint/Grievance

Recorded by Division/Department

Timeline (Business Day)

1

10 - 25

35 - 74

Record (14 business days)